



ARIZONA DEPARTMENT
OF HEALTH SERVICES

POLICY & INTERGOVERNMENTAL AFFAIRS

November 28, 2018

Sent Via Electronic Mail

Mr. Hassan Ahmad
61544-16981087@requests.muckrock.com

Re: Supplemental Response – September 20, 2018 Public Records Request

Dear Mr. Ahmad:

On behalf of the Arizona Department of Health Services (“ADHS”), I am issuing this supplemental response to your September 20, 2018 public records request for records related to Southwest Key facilities operating in Arizona. As you know, ADHS issued its previous response on October 12, 2018, providing you access to 2,330 pages of responsive records. With that response, ADHS believes it has fulfilled portions 1-4 of your response, as narrowed on September 24, 2018.

In response to portion 5 of your request (“Any and all correspondence, email, or other writing form Southwest Key Program, Inc.”), ADHS now has available the first batch of communications (76 pages) that were pulled in an email search conducted by ADHS's Information Technology Services (ITS) group with search terms and mailboxes provided by ADHS's Division of Licensing (“Licensing”). ADHS recently switched e-mail servers, and the search and review of emails is very time-intensive and must be conducted using a combination of G Suite and Outlook. Each potentially responsive email must first be reviewed to determine relevance and then must be reviewed for possible redaction to protect confidential information, such as identifying information about residents. See A.R.S. § 36-404. Emails must also be converted into PDF format to allow for redaction and to ensure that attachments are included.

Because this process is so time-intensive, we are going to produce the responsive records on a rolling basis. If after reviewing the attached emails you would like to narrow your request in any manner in order to expedite the receipt of further records, please let us know so we may adjust our process and get you relevant records more quickly.

Please note that the review of this first round of emails identified an email box that was not originally searched, but that may have emails responsive to your request. This is our residential.licensing@azdhs.gov email box. The type of communications that come into this mailbox are largely incident reports that are triaged and then logged in a spreadsheet. We could provide you a copy of this spreadsheet much sooner than we could search this email box

Douglas A. Ducey | Governor Cara M. Christ, MD, MS | Director

Mr. Hassan Ahmad
November 28, 2018
Page Two

and redact many, many pages of responsive documents, which could take months to complete due to competing health and safety priorities. Thus, we wanted to give you the option of requesting the spreadsheet rather than having us search this additional email box and redact all responsive emails.

Finally, please note that this round of records is being made available to you on a CD, which is available to you for \$15. The CD is available to you at the following address: Administrative Counsel and Rules, Arizona Department of Health Services, 150 N. 18th Ave., Suite 200, Phoenix, AZ 85007. You may make arrangements to pick up the CD by contacting Administrative Counsel and Rules at 602-542-1020. In addition, you may request that ADHS mail you the CD by submitting a check for \$15.00 (payable to ADHS) to: Administrative Counsel and Rules, Arizona Department of Health Services, 150 N. 18th Ave., Suite 200, Phoenix, AZ 85007. Upon receipt of payment, the CD will be mailed to you.

These records were mostly able to be processed without the need to print off the records. However, due to computer capability issues, the remaining emails will likely need to be printed and then turned into PDFs. Because of this, the printing cost for future batches of records will be \$0.25/page when pages need to be printed and then turned into PDFs. Because this could add up quickly, again, please let us know if there you would like to narrow your request in any way to to save you money and expedite this process

If you have any questions regarding this response, please contact the Division of Policy and Intergovernmental Affairs, Administrative Counsel and Rules, at 602-542-1020.

Sincerely,



Laura Flores, Administrative Counsel
Division of Policy and Intergovernmental Affairs, Administrative Counsel and Rules

cc: Melissa Blasius-Nuanez, ADHS Director of Communications